



Virginia Information Technologies Agency



Wireless E-911 Services Board Meeting

General Business Meeting

September 25, 2008





Agenda

1. Call to Order
2. Approval of Minutes
3. Financial Report
4. CMRS Report
5. Baseline Initiative Action Report
6. Status of 9-1-1 Comprehensive Plan
7. Annual Report
8. Wireless E-911 Report and Financial Statements
9. Update on NG9-1-1 and Hosted Services Pilot Projects
10. Old Business
11. New Business
12. Adjourn



Financial Report

Wireless E-911 Service Board June 2008 Financial Report

Item	Month	YTD	Appropriation
DPSC Expended	\$ 297,247.33	1,089,702.27	\$ 2,178,809.89
PSAP Funding	\$ 9,898,424.57	35,711,821.90	\$ 25,294,000.00
CMRS Funding	\$ 1,282,322.89	10,241,928.40	\$ 13,562,902.00
Fund Transfers	\$ -	\$ 5,450,000.00	\$ 5,450,000.00
Total Expenditures	\$ 11,477,994.79	\$ 52,493,452.57	\$ 46,485,711.89
Revenue	\$ 5,385,278.53	\$ 50,461,826.99	
Interest		\$ 486,630.45	
Difference		\$ (1,544,995.13)	
Beginning Fund Balance		\$ 19,378,844.71	
New Fund Balance	\$	17,833,849.58	



CMRS Status Summary - Remaining

CMRS	Phase I	Phase II
Alltel	1	2
AT & T	0	2
Nextel	0	2
Nextel Partners	0	1
nTelos	0	2
Sprint	0	2
T-Mobile	1	4
U.S. Cellular	0	2
Verizon Wireless	0	4
Total	2	21



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Baseline Initiative Update





Baseline Initiative Update

- Comprehensive Plan
- Interdependent Initiatives
- Baseline Initiative Action Team
- Survey Development Process
- Successful Survey Outcomes
- A Step Back: Education and Outreach
- Next Steps



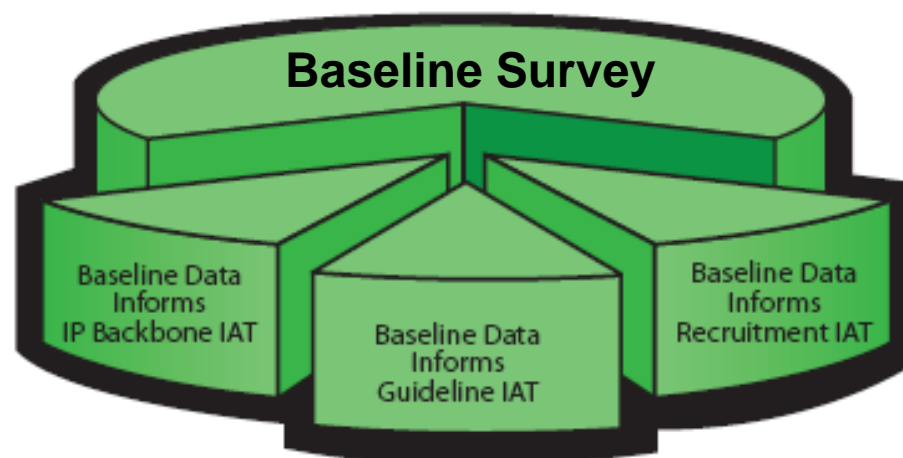
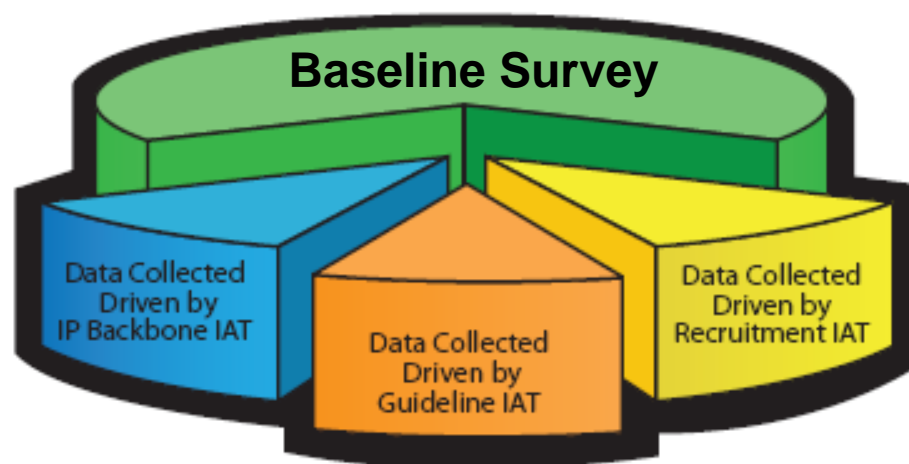
Comprehensive Plan





Interdependent Initiatives

- 1) Baseline Survey
- 2) Guidelines to Foster Minimum Level of Service
- 3) Recruitment and Retention Program
- 4) IP Backbone
- 5) Political Advocacy

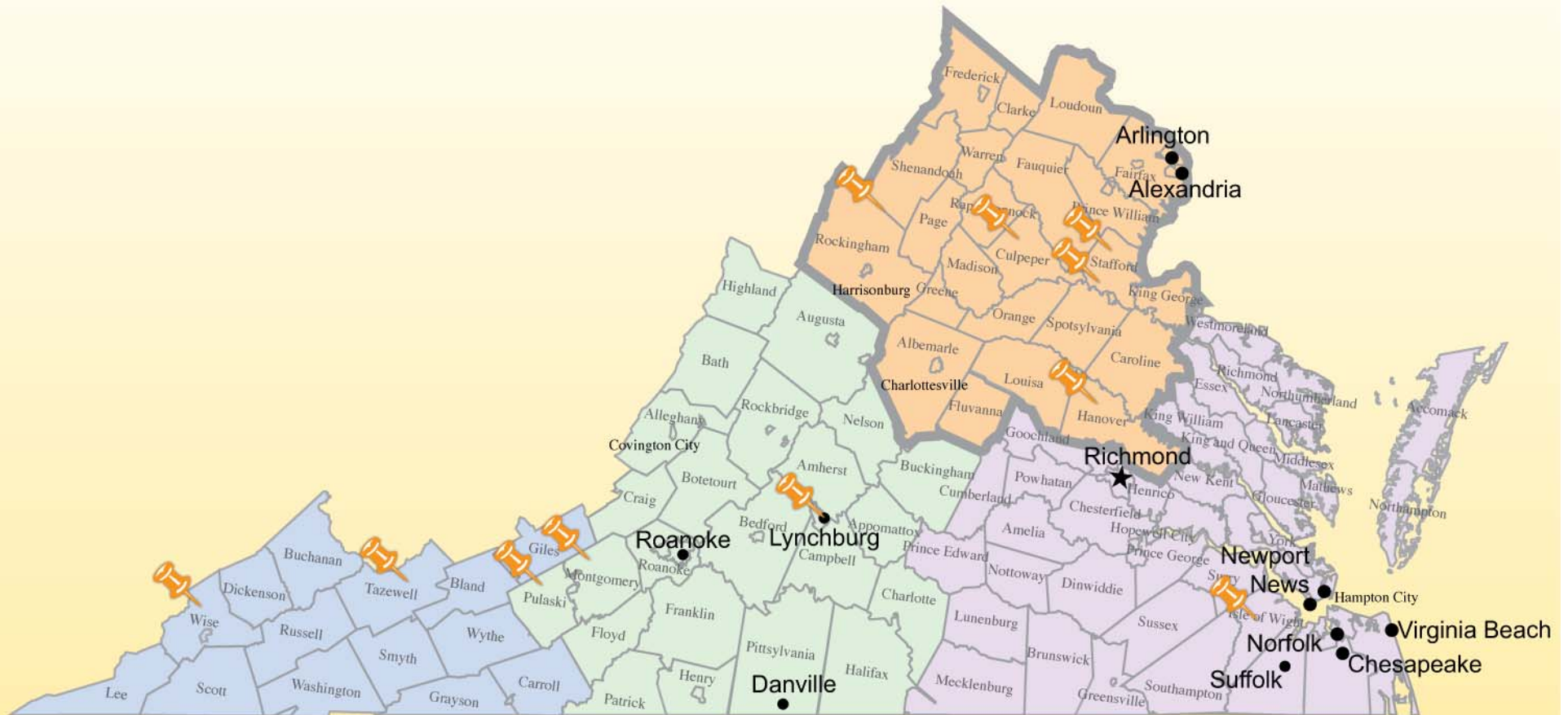




Baseline IAT

- First convened June 5, 2008
- Primary Purpose:
 - Review and collect operational and technical data elements pertaining to Virginia's current 9-1-1 capabilities and services to provide a baseline by which decisions can be made related to funding allocations for key gaps between current capabilities and the desired future of 9-1-1
- Desired Result:
 - A comprehensive inventory of all assets, resources, services, and capabilities of 9-1-1 centers in the Commonwealth

Baseline Initiative Action Team Member Locations



Locations

Erwin Earnest | SW - Tazewell County
 Chris Hardesty | Norhter Virginia/Valley Piedmont
 Jessica Swinney | Wise County
 Manuel Street | Smyth County
 Martha Cox | Christiansburg Town
 Diane Jones | Isle of Wight

Michael Neuhard | Stafford County
 Phil Heins | Hanover
 Steve Basnet | Culpeper County
 William Aldrich | Lynchburg City
 Willie Richardson | Pulaski County
 Carol Adams | Stafford County



Baseline IAT: Survey Development

- Input from Baseline IAT
- Weekly conference calls
- One day-long on-site work session
- Formally considered reference docs:
 - *Data Elements to Measure the Technological Progress of 9-1-1, NASNA, 2008*
 - *Understanding Preparedness Issues in Public Safety Communications, APCO, 2007*
- Data elements from past baseline attempts
- Outside project management support



Baseline IAT: Survey Development

1) Jurisdictional and Contact

- Demographics
- Localities Served
- Fire, EMS, Law Enforcement Entities

2) Financial

- Operating Budget
 - Sources of Revenue
- Capital Budget
 - Sources of Revenue
- Salary & Benefits
- Cost per Call

3) Facility Management

- Physical Characteristics
- Age and Cost to Build
- Security Features
- EOC
- Back-Up Center/Protocol



Baseline IAT: Survey Development

- | | |
|--|---|
| <p>4) Equip. and Technology</p> <ul style="list-style-type: none">– 911 Network Trunking– MSAG & ALI Database– Civic Addressing– Mass Notification– CPE– CAD– Voice Logging– Radio (Basic Info)– GIS– Time Synchronization– Next Generation 9-1-1 Considerations | <p>5) Staffing and Operations</p> <ul style="list-style-type: none">– Staffing– Staff Demographics– Personnel Policies– Organizational Structure– Services Provided– Call Loads– Call Answering/Dispatch Times– Training– Staffing Shortage |
|--|---|



Baseline: Survey Development

Equipment, Technology and Telecommunication Data Elements		
TRUNKING	What is the total number of trunks installed in your PSAP?	
	How many wireline 911 trunks does your PSAP have?	
	How many wireless 911 trunks does your PSAP have?	
	How many non-emergency trunks does your agency have?	
	Are there direct ring down circuits in the PSAP?	<input type="radio"/> Yes <input type="radio"/> No
	Are there roll over circuits in the 911 Center?	
	Do you have VoIP trunks/routes?	<input type="radio"/> Yes <input type="radio"/> No
	How many tandems serve the PSAP?	
	Please list the tandems:	
	Tandem 1:	
	Tandem 2:	
	Tandem 3:	
	Tandem 4:	
	Tandem 5:	
Are these tandems redundant?	<input type="radio"/> Yes <input type="radio"/> No	
Do you have "last mile" diverse routing from a central office that ends at the PSAP?	<input type="radio"/> Yes <input type="radio"/> No	



Successful Survey Outcomes

- Comprehensive inventory of all PSAP assets, resources, services, and capabilities
- Online, spatially-enabled database for viewing, querying, and reporting
 - For use by PSAPs, WSB, PSC Staff
- Reliable data for Guidelines, Recruitment and Retention, and IP Backbone IATs
- Basis for understanding current and future funding requirements



A Step Back: Education and Outreach

- Strong IAT recommendation to launch an Education and Outreach campaign before issuing the survey
 - Survey would likely “fail” if released now
- Sense that Comprehensive Plan “buy-in” is weak state-wide due to:
 - Some PSAPs not knowing a Plan exists
 - Confusion about the Plan
 - Fears and/or concerns related to the Plan
 - Unanswered questions regarding the Plan
 - Continuing to gain support from APCO and NENA



A Step Back: Education and Outreach

- What's at stake?
 - Baseline is the basis for all other Initiatives
 - More education and outreach = higher returns
 - Significant investment in the Comprehensive Plan to date:
 - Staff time
 - Volunteer time
 - WSB time
 - Funding for outside PM support
 - Note: survey content is not compromised due to a delay



A Step Back: Education and Outreach

- Dedicate approximately one quarter to education and outreach
 - Possible ideas/benefits
 - Promote Plan at fall public safety conferences
 - Interoperability
 - APCO/NENA
 - Regional meetings focused on the Plan
 - Gives APCO and NENA more time to review the Plan and survey content
 - Gets PSC staff past grant deadline of October 31st



Next Steps / Schedule

Oct/08 – Dec/08:	Education and Outreach
Jan/09:	Release Survey
Feb/09 – Mar/09:	Compile Survey Data
Apr/09:	Launch Guidelines and Recruitment & Retention IATs



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What are the next steps with 9-1-1 Comprehensive Plan?





Update on IP Backbone IAT

- Report out by IAT lead Donna Brown at next Board meeting
- Completion of IAT by end of calendar year
- Desired Outcomes:
 - The creation of a connection business case, including
 - Lessons learned from the “Southside Virginia and Southwest Virginia NG9-1-1 Pilots
 - Outreach materials for IP Backbone connectivity
 - “Last mile” connection process
- Purpose:
 - To enable the transfer of 9-1-1 services to an IP system that will provide an infrastructure foundation that allows greater access to information databases and more effective data transfer



Update on IP Backbone IAT

- Deliverables:
 - Review equipment compatibility tested with IP Backbone
 - Review Documented best practices, successes, troubleshooting, and effective resolutions
 - Identify calculated “last mile” costs
 - Provide advice on technology acquisitions to help ensure they are compatible with Next Gen technologies and interoperability within the system
 - Make use of standardized applications
 - Create and communicate statewide guidance on connecting to the IP Backbone, and encourage 9-1-1 centers to connect
 - Develop a business plan including incentives, benefits, and suggested funding for connecting to the IP Backbone



IAT 2: Statewide Guidelines

- Begin January 2009
- Description:
 - The development of a minimum capability level will provide 9-1-1 centers statewide with the guidance necessary to assess their own capabilities against a common metric. Minimum capabilities will be identified for everyday operations and services including staffing, training, equipment, etc. Guidance will be provided to encourage 9-1-1 centers that do not meet this minimum level to move towards a higher capability level



IAT 3: Recruitment and Retention

- Begin January 2009
- Description:
 - Recruiting and Retaining qualified staff is imperative to the work of 9-1-1 responders, who are the first of the first responders. To effectively do this, the Commonwealth needs a strategy to ensure that telecommunicators are not overworked, that there is a consistent atmosphere of professionalism, and that recruiting is vastly improved



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Annual Report



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Annual Report

- Requirements
 - Monitor developments in enhanced 9-1-1 services and multi-line telephone systems
 - Status of Wireline and Wireless E-911
 - Introduction of NG9-1-1
 - The need for changes in the E-911 funding mechanism provided to the Board, as appropriate
 - The impact of, or need for, legislation affecting enhanced wireless emergency telecommunications services in the Commonwealth



Annual Report

- Status of Wireless 9-1-1:
 - Four remaining wireline projects (Buchanan County, Dickenson County, Lee County, & Wise County)
 - Estimate completion of wireline projects by the end of FY 09
 - Two remaining Phase I deployments
 - Twenty-one remaining Phase II deployments
 - Comprehensive Plan will be the blueprint for NG9-1-1
- Recommended changes in E-911 funding mechanism:
 - Formula-based distribution methodology has provided consistent funding
 - Appropriation Act still provides transfer of \$3.7M to Virginia State Police, but with the exception of one locality, all localities are receiving wireless 9-1-1 calls.
- Recommend legislative action:
 - No recommended legislative changes
 - Completion of 9-1-1 Comprehensive Plan



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Wireless E-911 Report and Financial Statements



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Update on NG9-1-1 and Hosted Services Pilot Projects



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Old Business





Update on PSAP Scholarship Program

- Board directed PSC staff and members of the state chapters of APCO and NENA to develop the appropriate programmatic scope and necessary financial controls and update the Board
- Attendance by 1 representative from each of Virginia's 128 primary PSAPs at the Fall APCO/NENA state conference and the Spring NENA/APCO state conference
- The purpose of this program is to enhance grant knowledge and professional development
- The per person cost is estimated at \$1,000 for each conference venue
- Total amount allocated for program was \$256,000



Programmatic Guidelines

- One Scholarship per primary Wireless PSAP. Scholarship contingent upon prior approval of PSAP director or agency head.
- Scholarship participant shall complete and submit a conference registration form. The box for the Scholarship Program must be checked
- Scholarship covers cost of hotel room (state per diem (plus tax) for all three nights, (Tuesday, Wednesday, & Thursday) and the conference registration.
- Hotel room must be in the scholarship recipient's name.
- Participant is required to make their own reservation at the host hotel (Roanoke Plaza) and request the Virginia APCO conference rate (state per diem). If the participant cancels his/her conference attendance, he/she is responsible for cancelling the room. Otherwise, the participant shall be billed for these charges by the hotel.



Programmatic Guidelines

- Incidentals, such as movies, room service, etc will not be covered by the scholarship and the participant is responsible for those charges.
- All meals during the conference are covered by the registration and are provided at the host hotel with the exception of Wednesday night dinner. The individual/agency is responsible for this meal.
- Travel to/from the conference is the responsibility of the participant or his/her agency.



Financial Guidelines

- The term “scholarship” is problematic and misleading because in actuality this is a grant award which benefits the localities. APCO is only acting as a pass through agency for efficiency
- Since APCO is assuming all of the scholarship expenses on behalf of the localities and the PSAP Grant Program, the organization is requesting a draw down of \$40,000 in grant funding (100 applicants) to minimize their financial burden with registrations and hotel expenses in advance of the conference
- Within 30 days of the end of the conference (by November 30th), APCO will true-up registrations and lodging expenses with PSC staff



FY 08 Grant Amendment Request

- Isle of Wight:
 - Request to use the \$7,872 remaining balance from their FY 08 grant award to purchase a server. CAD workstations were requested in original grant, but not a server. This server will be used in conjunction with the original approved project of a back-up facility.
 - Staff is recommending approval.



FY 08 Grant Extensions

- As a result of closing out FY 08, staff identified three active grants that did not receive extensions at the May 22nd Board meeting. These localities are:
 - Chincoteague (\$150,000)
 - Isle of Wight (\$7,872)
 - King William (\$150,000).
- The grant award balances (in parentheses) have already been carried over into FY 09. The extensions are an administrative task.
- Staff is recommending approval



FY 09 Grant Amendment Request

- Buckingham County:
 - Request to amend grant award from \$41,609 to \$44,970 because of a price increase from Embarq. Buckingham was approved to receive funding for an additional CPE work station.
 - Staff is not recommending approval. This would set a precedent for adjustments to be made for price increases.



FY 09 Grant Amendment Request

- Radford:
 - Requesting to amend grant award from \$38,124 to \$42,364 because of inconsistencies between the amount listed as the total project cost and the total for the incremental items listed in the budget section. Basically, the locality made a math error when reporting total project costs and staff did not reconcile the information presented in both sections.
 - Staff is recommending approval.



FY 10 PSAP Grant Request

- Dickenson, Lee, Norton, and Wise will be submitting a regional initiative grant request for CAD as part of the FY 10 funding cycle. The initial estimate is approximately \$500K
- Dickenson, Norton, and Wise were awarded an FY 09 grant in the amount of \$450K for a CPE/CAD/mapping regional initiative for equipment with an end of life notice
- In addition, these localities, along with Lee County, agreed to participate in a pilot program for hosted PSAP services to include both CPE and CAD
- The CPE portion of the pilot will be underway shortly. However, due to the fact that this is a pilot, and subject to a longer implementation timeline, it will not be possible to time the CAD portion of the pilot to coincide with the installation of CPE using a hosted approach.
- To avoid a delay with CAD, which also has an end of life notice, staff is recommending that these localities procure a CAD system directly from a vendor utilizing the PSAP Grant Program.
- Because of the unique situation, staff is recommending that the Board approve two conditions or stipulations to accompany the localities' funding request:
 - Designate request as a Tier 1 status to make it the highest funding priority
 - Allow the localities to draw down funding before July 1, 2009.



New Business

- Solicitation and marketing on 9-1-1 trunks
- TracFone
- Other Business
- Public Comment
- Adjourn
- Next Meeting is November 20, 2008